

GENERAL QUESTIONS:

1. What is the projected contract value?

Response: This information cannot be provided.

2. Who is the current EFT (DEBIT/CREDIT) Authorizer used by the current system? Is this service provider expected to be used/interfaced to with the new POS Solution?

Response: Mellon Bank. Yes.

3. What is the period of coverage for hardware maintenance support (e.g., 8:00-5:00 Monday through Friday, 8:00–8:00 Monday through Friday, 8:00-12:00 Monday through Friday, 8:00–8:00 Monday through Sunday, 8:00-12:00 Monday through Sunday, 7 x 24) or some other period of coverage?

Response: 8-6, M-F

4. Should the maintenance coverage include or exclude Government holidays?

Response: exclude

5. What is the response time requirement for arrival at the site when hardware service is needed?

Response: 4 hours

6. What security requirements and security clearances are required for the hardware service technicians? What is the time range required to process through security and gain access to the hardware to provide support? How does this vary based on the threat level?

Response: There is no security requirement; however, a background check as identified under Section H.3, will be conducted.

7. Will the vendor have remote access to the system via a network connection to perform remote diagnosis? If yes, what security clearance level is required?

Response: The vendor may have remote access as required. Individuals proposed to have this access must go through the Capitol Police background check and obtain a House vendor ID.

8. What is the repair time requirement?

Response: 1 business day

9. Does the response time and repair time requirement vary with the severity of the problem? If so, please provide response time and repair time requirements by severity level.

Response: The purpose of this full and open solicitation is to have vendors identify solutions that support their recommended system.

10. Is there a requirement for a help desk? What are the coverage hours for the help desk if one is required? What is the speed of answer requirement for the help desk if one is required? Who will initiate calls to the help desk (e.g., System Administrators, POS Terminal Operator, Office Managers, or Tier I Help Desk Analysts)?

Response: See response to question 9.

11. Is software maintenance required, and if so, for the application proposed or also for all software in the solution including OS, Database and Middleware? What is the coverage period for software maintenance support?

Response: See response to question #9

12. Should hardware installation be proposed? If so, can the hardware be installed during standard business hours or after standard business hours?

Response: Refer to Statement of Work C.4.1.3 – Phase 3. All work will be performed during standard business hours or accepted timeframes as proposed by the vendor whose proposal offers the best solution to the House.

13. Should the vendor propose site electrical and network wiring services needed to implement the system?

Response: Vendors must provide cost to support the requested service.

14. Is there other site preparation service required beyond electrical and network wiring and if so please elaborate?

Response: This information should be provided by the vendor.

15. **G.7 HC.7.008 – Authorized Contractor Representative**
“Such notice may be provided verbally to the COR and contracting officer, then followed-up in writing within 4 hours after the verbal notice.” Will the Government accept e-mail or facsimile written notice to meet the 4 hour time frame?

Response: Yes.

16. **G.8 HC.7.009 – Key Personnel**
There may be conditions other than "illness, death, or termination of employment" that would necessitate the replacement of key personnel over the term of the contract. Conditions such as employee transfers and/or promotions, and other conditions may necessitate replacement of key personnel. Request that this provision be modified to allow for such conditions provided that Contractor complies with other provisions of this section.

Response: The clause allows for substitutions of key personnel; therefore, no changes will be made.

17. **K.2 HC.11.002 – Financial Information**
a. The requirement states: “The Offeror shall furnish company financial data for the last five (3) years at a minimum.” Please confirm financial data for five (5) or three (3) years.
Response: Three years
- b. If the financial data requested in this section is available on a offeror's website, do the files need to be downloaded and submitted with the offeror's proposal or will providing the appropriate website address be acceptable?
Response: Files must be provided.
18. **K.3 HC.11.004 – Company Background**
Section (f) requires offeror to "Disclose any lawsuits in which the Company is a named defendant within the last three (3) years and status of each case." Please confirm that 10Q filings that include material litigation are acceptable for this requirement?
Response: Section K.3 HC.11.004 will be removed from this solicitation.
19. **K.4 HC.11.005 – Human Resource Information**
Why is the Government asking for this information and what is the intended use of this information?
Response: Section K.4 HC.11.005 will be removed from this solicitation.
20. **L.2 HC.12.003 – Submissions**
a. Request that the final due date for the submission of questions be extended by two weeks to June 11, 2004 to allow potential vendors time to fully analyze the information provided in the RFP and referenced attachments. We have had difficulty in obtaining all documents and attachments referenced in the RFP and need ample time to review these documents.
Response: No extension will be granted for questions.
- b. Request that the due date for the submission of proposals be extended 30 days to July 18, 2004 to allow potential vendors to fully analyze the information provided in the RFP, referenced attachments, and the Response to Vendor Questions. Granting of an extension will result in a better solution and proposal.
Response: Solicitation due date has been changed to July 2, 2004 at 2:00 PM.
21. **L.1 HC.12.002 – Content of Proposals (Item 7) and L.2 HC.12.003 – Submissions (Part B, Item 1)**
a. Should the reference information requested in Item 7 be provided in the "Administrative and Price Proposal" or the "Technical Proposal (Part B, Past Performance)"?
Response: Administrative and Price Proposal
- b. Both Section L.1 (Item 7) and Section L.2, Part B (Item 1) request customer reference information. It seems that these sections are requesting similar information. Can they be combined into a single response or are two separate responses required?

Response: As long as each vendor provides the requested information it does not matter which section you refer to. The important part is that you submitted the necessary and required information for evaluation.

22. **L2 HC.12.003 – Submissions, Part C – Price**

Why is the Government requesting "breakdown of fully loaded labor rates that support quoted prices" as the Government has indicated its intention to award a FFP Contract?

Response: We would like to see the labor categories and rates identified by each offeror.

23. **M.1 HC.13.001 – Evaluation Factors for Award**

INTEROPERABILITY WITH OTHER SYSTEMS references interfacing with existing house systems. Can the Government provide more information on the specific interface requirements beyond those specified in the spreadsheet provided (OPRO4000688-01)?

Response: No additional information available.

24. **C.2 – Selection Process Overview**

This section states: "The details of the capability demonstration can be found in the Appendix." Please provide the referenced Appendix.

Response: See Section M of the solicitation.

25. **C.3.3. – Detailed System Requirements**

This section states that "the entire System Requirements document is included in the SOW". We are unable to find this document. Please advise where and how we can obtain this document.

Response: Please refer to the SOW Section C.3.3.2 and C.3.3.3. These sections are being updated by the attached document.

26. **C.3.3.2 – Functional Requirements List, Item Maintenance, ID. 3.7.6.**

This requirement references web store front. What is the interface/requirement to access this end point?

Response: Through the House intranet

27. **C.3.3.2 – Functional Requirements List, Security, ID.7.7.8.**

Where is the access to the U.S. 'House General Information Security Guidelines' so this document may be examined?

Response: Refer to Section H.4 HC.8.004, page 16 of solicitation.

28. **C.3.3.2 – Functional Requirements Lists, Internet/Intranet Capability, ID.7.6.5**

a. Is this 'store-front' limited to the OSS or would it include the House Gift Shop?

Response: Currently limited to the OSS (Intranet).

- b. For both operations, is it anticipated that all (3,200) inventory items would be represented, i.e., available for purchase?

Response: yes

- c. Does this 'store-front' presently exist?

Response: The current "store front" is a "shopping cart" that is located on the House intranet. This "shopping cart" does not interface with the current system.

- d. Is there presently an internal network (not web) 'store-front' presently in operation?

Response: No.

- e. If there is not an internal network based 'store-front', are all purchases (transactions) executed at a point of sale unit, i.e., workstation?

Response: Yes.

- f. If purchases (transactions) occur at a point of sale unit (workstation), how many of these point of sale units are presently in use? How many are anticipated with the 'POS Replacement Project'?

Response: Eight and Ten

29. **C.3.3.2 – Functional Requirements Lists, Performance, ID.7.9.1**

- a. Please describe the nature and scope of the ' 25-50 current users with scalability'?

Response: Six - Sales Clerks, Four - Inventory, Two - Purchasers, Twelve - General Use

- b. Are any of these points of sale units?

Response: Six

- c. What is expected number of point of sale systems requirement where ID card, credit card/debit card or product code readers, scanners, are attached?

Response: Ten

30. **C.3.3.2 – Functional Requirements Lists, Performance, ID.7.9.2**

- a. What is the plan and/or vendor responsibility with respect to point of sale hardware and software?

Response: This should be included with vendor proposal.

- b. Are any vendor anticipated maintenance costs expected to be included in the 'Combine Solicitation OPR04000688' price for the 'OSS Accounting, Inventory, and POS Replacement'?

Response: Yes

31. **C.3.3.2 – Functional Requirements Lists, Sales ID 2.3.12**

What is the technology employed to identify authorized 'Member Accounts' and 'Special Accounts' at a point of sale system, i.e., House ID/User card? Database User List?

Response: User account ID card

32. **C.4.1.2 Phase 2 – Requirement Verification & Design**

- a. 'Procure Hardware' Does this imply that the 'House' expects to pay for all hardware after the vendor defines the requirements?

Response: Yes

- b. Are any vendor anticipated hardware costs expected to be included in the 'Combine Solicitation OPR04000688' price for the 'OSS Accounting, Inventory, and POS Replacement'?

Response: Yes

- c. What is the 'future solution and conversion routines' that the vendor is required to design? Or, is the 'future solution and conversion routines' actually this Solicitation?

Response: This solicitation based on suggested solution

33. **Functional Tab, Flag Process, ID. 3.2.1.**

Please describe meaning of term "flag payment" in this requirement.

Response: Posting of payment received from constituent for flag purchased by Member account that is broken out into three categories; flag cost, mail cost, and flying fee cost.

34. **Technical Tab, General Capability, ID. 7.18.**

This item refers to self generated Bar Codes, what standard will these Bar Codes adhere to?

Response: They will be based on UPC standards. This will be used to distinguish packaged items from single items.

35. **Vendor Tab, ID. 8.1.25.**

This item states to provide information in the sheet titled "References" within this MSEXcel file. The "References" sheet is not included in the file. Please advise how to handle this requirement.

Response: Answers should be based on guidelines in Sec. L.1, HC.12.002, #7.

36. Could you tell us how many terminals would be needed or should we price it on a per terminal basis?

Response: Price per terminals

37. Our system can interface with various ERPs/Financial Systems, so would a list of systems that we can interface with be sufficient or should we focus on a shortlist of potential Financial systems?

Response: List would be sufficient

38. Is there a timeline for when this has to be implemented by?

Response: Target date is February 2005 or sooner.